

SERVICE ALERT

March 18, 2020

Dear MST Customers:

Transportation is an essential community service. As you know, MST strives to deliver safe, reliable, efficient service to the communities we serve. However, during this period of “Local Emergency over Coronavirus,” we may not be able to achieve our goal due to circumstances outside our control.

Why are we informing you about potential service changes?

First, we have encouraged all employees to stay home if they do not feel well. Our sensitivity to this topic may result in a driver or bus shortage.

Second, all schools in Monterey County will be closed at least from March 16th through April 10th. The result of this might be that a number of our employees will have childcare challenges and may not be able to come to work.

Third, on March 15th Governor Newsom issued new COVID-19 guidance, which included calling for home isolation for anyone 65 years of age and older, and those with chronic health conditions. Some of MST’s employees who are 65 and older may choose to follow this guidance.

Finally, on March 17th, the County issued a “Shelter in Place” order effective March 18th – April 7th, or until it is extended, rescinded, superseded, or amended in writing by the Health Officer for the County of Monterey. MST is classified as an “essential service” and therefore is exempt from this order. However, this order may result in some number of employees self-determining that they are not comfortable reporting to work.

The result of these challenges may be a shortage of drivers and other essential employees, resulting in MST having to cancel some service on some routes. Should that happen, we will do the best we can to alert our customers via updates on social media or on the MST website at www.mst.org about routes that are affected. In some cases, we may be able to alert you the night before or the day of the cancellation.

How can you help?

On March 10, 2020, the California Department of Public Health stated in part, that high-risk individuals should “Avoid crowds, mass gatherings or large events, and public transit, and stay home as much as possible.” With this guidance in mind, passengers should follow this guidance:

- Avoid riding the MST bus if you are sick.
- Reduce your use of MST to essential trips only – for example – doctor’s appointments and work.
- While onboard a bus, to the greatest extent possible, please observe “social distancing” (at least 6’ between people) and board at the rear door if available
- Do not stand near the bus operator.
- Be courteous to other riders and the bus operator by following the COVID-19 prevention tips posted on buses.

Transit Centers

MST Customer Service locations will continue to be staffed, and will be open during normal customer service hours.

Collectively, we must all do our part to protect ourselves, our loved ones, and our neighbors – even on the bus.

Carl Sedoryk
General Manager/CEO
Monterey-Salinas Transit